

" Welcome New Roll-Off Customer"

DEAR VALUED CUSTOMER:

We wish to raise the level of your expectations by pledging our mission to you. Our Mission is to provide the highest quality waste collection, transportation, processing, disposal and related services. We will carry out our service efficiently, safely and in an environmentally responsible manner with respect for the role of government in protecting the public interest. By following our "Service Rules", "Things You Should Know", and "Holiday Schedule" you will help us to provide you the best waste collection possible.

"SERVICE RULES FOR ROLL-OFF CUSTOMERS"

- **ROLL-OFF BOXES** are dumped between 5:00 am and 5:00 pm. No Time is guaranteed. Boxes are **not to be relocated** without permission from Potts & Monger Sanitation, Inc.
- **ROLL-OFF BOXES** must be placed on hard, level surfaces. Other locations are possible but must be chosen by the land owner and a "Hold Harmless" agreement must be signed. The land owner is responsible for any costs incurred while performing such requests. We leave it to the driver to determine if Service can be performed safely. Safety is Paramount in all we do.
- **NOTE:** The Potts & Monger Sanitation Office Staff will schedule all Container Hauls. Special times or weekend service must be arranged in advance, and will be charged at a higher rate.
- **PLEASE** keep your Box safe from damage. Boxes damaged by the Customer will be charged to the Customer.
- **FOR** the most efficient service and no extra charge fees, make sure your Box does not exceed the top **LEVEL** of your Box. The Box will not be hauled if there is debris sticking up beyond the Box. This is very important because the Driver is required by Pennsylvania law to tarp all loads. In order to tarp the load, the load must not exceed the top of the box.
- **PLEASE REMEMBER** you are responsible to call & notify the office **"24"** hours in advance when you are ready to have a box dumped, or when you are finished with the box. We will not dump or pull a box until we are notified.
- **PLEASE NOTE:** when canceling service your box removal will be scheduled on your next service day due to debris being in the Box. You will be held responsible for payment until we receive your request for termination and Potts & Monger Sanitation has collected your box. **PLEASE** notify us if you move.
- **PLEASE** do not put more than **"6"** yards of Concrete or Dirt in your Box. We will not be able to haul the Box if you overfill, because the Box will be too heavy.
- **PLEASE** do not put **Hazardous Material** in your Box.
- **PLEASE** keep your road plowed and sanded when icy, and passable. We leave it to the driver to determine if Service can be performed safely. Safety is Paramount in all we do.
- **PLEASE** make sure your Box **is not blocked and gates are unlocked** on your scheduled pick-up day. This will help ensure that we can dump your Box.
- **PLEASE** Shut & Lock doors before your Box is picked up.

"THINGS YOU SHOULD KNOW"

- **AVOID** late fees by making timely payments. We accept VISA, MASTER CARD and DISCOVER.
- **PLEASE** KEEP YOUR ACCOUNT CURRENT. If you do not keep your account current, you will be assessed a finance charge.
- **DO NOT** put ashes in your container. THIS MAY CAUSE A FIRE.
- **DO NOT** put hazardous materials in your container. Contact the Schuylkill County Solid Waste Department at (570) 628 - 1220 for proper disposal of Hazardous or questionable material. Remember, it is your drinking water that is affected.
- **HAZARDOUS MATERIALS** include: Gas, Oil, Paint, Car Tires, Car & Truck Batteries, and Freon - Bearing Items.

"HOLIDAY SCHEDULE"

Potts & Monger Sanitation, Inc. will not be providing service and the office will be closed on Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Years Day. If your service falls on one of these Holidays, your service will be delayed one day. If your regular collection day comes after the Holiday Day, but in the same week, your service will be delayed one day.

We want to thank you for your patronage,
and we hope to be of service to you for many years to come.

Office hours are 9 am – 5 pm

Monday – Friday

570-345-6201

Potts & Monger Sanitation, Inc.
Serving Schuylkill County for over 40 Years